From: Flock Safety Support
To: Stephen Best
Cc: lisak@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Stephen Best; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: Problems downloading Condor
Date: Tuesday, July 16, 2024 7:59:58 AM
Attachments: image001.png
image002.png

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Good Morning,

Apologies for the trouble! We have someone on our team that specializes in this so I am passing you over to them and you should hear back shortly.

I appreciate your patience.

Stay safe,
AC

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 7/16/2024, 10:52 AM
To: lisak@flocksafety.com; libby.landers@flocksafety.com; elara@cityofsantamaria.org; support@flocksafety.com; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: Problems downloading Condor

Flock support,

My partner tried to download our one demo Condor camera a couple days ago and kept getting (no-descript) error messages and was unable to download.

Today, I tried downloading some video from Condor.

When I click from “Live” to “Recorded” it takes more than a minute to load.

1st attempt at download failed, due to a pop-up blocks on Chrome v126.0.6478.127.

After I allowed popups, I was able to download one 5 min segment.

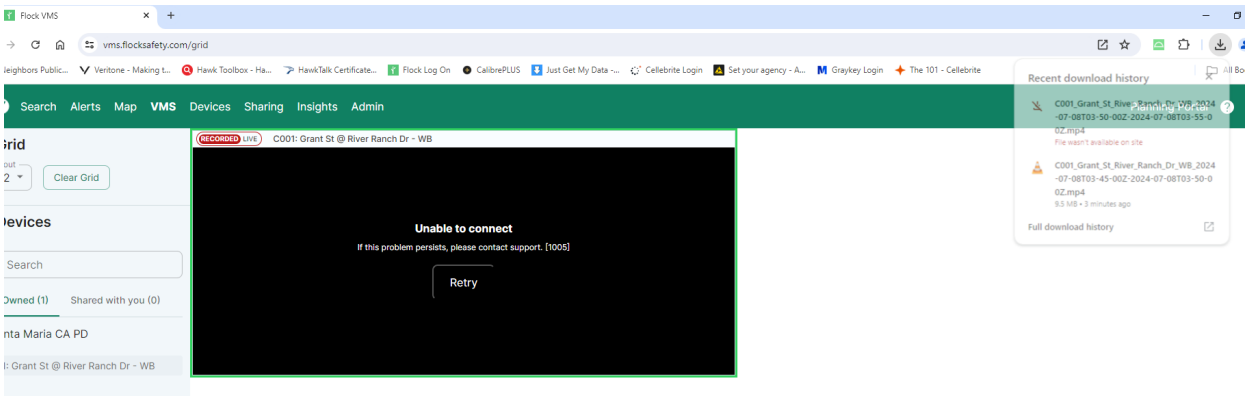
Next attempt got a long wait then error ‘Unable to connect”.

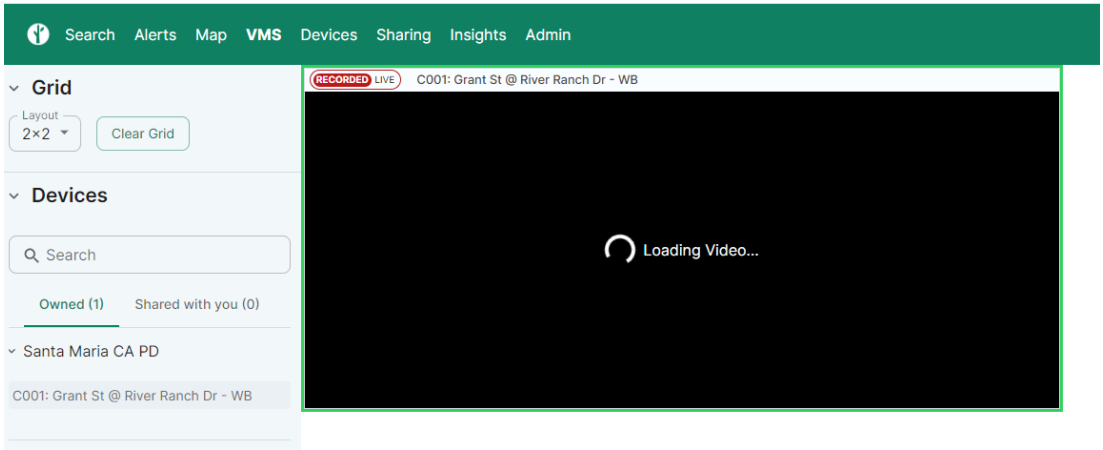
I cleared chrome cache, etc. and tried again. (clearing cache got rid of my pop up settings, so had to fix those again) Got second segment downloaded but on 3rd attempt got the “Unable to connect” error.

I cleared cache again, set up pop-up to allow all, tried getting video again and got error message.

I’ve now spent an hour trying to download one Condor camera for 7/7 from 2030-2100 Hrs. I’ve only been able to download 4 segments.

Please check to see if there is a problem on your end and offer suggestion on what I can do differently.





Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

WARNING! The information contained in this transmission is privileged and confidential. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message and any attachments.

To unsubscribe from this group and stop receiving emails from it, send an email to support+unsubscribe@flocksafety.com.

thread::wqEkU0MKIDKGY9MYi_QL-g4::